

From: Elly Gardner [REDACTED]
Sent: Friday, 11 March 2022 3:56 PM
To: oldervictoriansinquiry
Cc: Petr Svoboda
Subject: RE: Hearing transcript for your approval - Inquiry into support for older Victorians from migrant and refugee backgrounds

Hi Marianna,

Thank you for sending this through. The script looks good thanks, no changes. Here are the responses to the questions. Many thanks

Question: 'I understand that from next year you have to tender commercially. Is that right? How do you think that is going to impact what you can provide as services? As I say, very sadly in my region a couple of them are coming out of aged care, and that worries me enormously.'

Response: As of July 2023, the new Support at Home Program will commence and will replace the CHSP, Home Care Packages, Short-term Restorative care and residential respite programs. Some councils have made decisions to exit service delivery already or from July 2022. We are continuing as a CHSP provider and we are undertaking the work around the future to the new Support at Home Program and what it looks like for Moreland. We have not made any decisions about exiting service delivery at this point.

Question: 'Can you expand on the integrated model of care for responding to elder abuse? What are some of the things that are working well? What are some of the things that need improvement?'

Response: Integrated Model of Care for Responding to Elder Abuse (IMOC)– is funding through DFFH and operates out of a number of General Hospital across 5 different sites across Melbourne. Moreland Aged and Community Support staff represent the region as a member of the Implementation Committee with the Melbourne Health, and also has membership on the Northern Elder Abuse Prevention Network. Melbourne Health referral pathways are for secondary consultation on identified Elder Abuse Situation, referrals for counselling, financial counselling and education for community members as well as education for staff working within Home Community Support Services. The IMOC role has been to raise awareness and provide education within hospital and community sector on Elder Abuse, development of model of responding to Elder Abuse and the push to have Elder Abuse recognised and accepted as a form of Family Violence.

What are some of the things working well?

- Increased awareness of Elder Abuse and the types of Elder Abuse
- Earlier identification of elder abuse among staff
- Better support via secondary consultation and referral and support pathways.
- Targeted counselling for people affected by Elder Abuse.
- Promotion of Elder Abuse as part of World Elder Abuse Awareness Day - 15 June

What are some of the things that need improvement?

- Continued promotion particularly within the CALD community
- Ensuring use of independent interpreters with non English speaking people – not accepting adult children to speak on parents behalf without consent
- Continued lobbying to have Elder Abuse accepted as another form of Family Violence
- Continued and secure funding for the Prevention Networks currently on short term funding
- Needs to be a priority – particularly as more stressors following Covid19 impacts - adult children moving home with aged parents.

Elly Gardner

Living and Ageing Well Officer

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Moreland City Council acknowledges the Wurundjeri Woi Wurrung people as the Traditional Custodians of the lands and waterways in the area now known as Moreland. We pay respect to their Elders past, present, and emerging, as well as to all First Nations communities who significantly contribute to the life of the area.